

POSITION DESCRIPTION

Position Title:	Dental Clinical Coordinator
Business Unit/Department:	Dental Services
Division:	Ambulatory Services
Award/Agreement:	Health and Allied Services, Managers and Admin Workers Agreement 2016 2020
Classification:	Dental Assistant 4.1
Reports To:	Manager Dental Services
Direct Reports:	Nil
Date Prepared/Updated:	20 December 2021

<p>Position Purpose</p> <p>This position, along with the remainder of the WH Dental Service, participates in the provision of dental care to eligible patients in accordance with their identified needs. As part of an inter-disciplinary dental team with a focus on population health, the position is responsible for the delivery of high quality and cost effective dental services including DHSV Smile Squad mobile dental services.</p>
<p>Business Unit Overview</p> <p>Provide quality timely services to patients, residents and visitors of Western Health and surround To be part of a progressive dental team To contribute to the efficiency of the dental department and to assist the dental manager in the achievement of performance targets and the successful management of the department budget.</p>
<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Assist and monitoring Administration and Clinical staff with managing dental recalls, dentures and general waitlist, including Managing all aspects of Dental Vouchers in Titanium including issuing, cancelling and processing for the end of the month reports. • Generating and reporting the end of month data to the Manager Dental Services and the Director Medical Services. • Participates and supports the Manager Dental Services in the development of performance targets to achieve service delivery. • Ensures that administration services within the dental program are integrated into the Organisation's service delivery model as well as the wider health care delivery system. • Participates in staff selection, orientation and induction as appropriate and delegated and agreed by the Manager Dental Services. • Supports the Manager Dental Services to plan, manage and market change within the dental team.

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- Participates in meetings, working groups, networks and activities as delegated and agreed by the Manager Dental Services.
- Provides an operational contribution to the development, implementation, monitoring and evaluation of program initiatives including quality improvement programs, clinical governance, professional development and strategies to improve the dental program efficiency and effectiveness.
- Ensures patient records and statistical data collection is maintained in accordance with procedures.
- Dental Assistant rostering.
- Rostering/creating all appointment books, dental, Students.
- Responsible for setting up all electronic requirements of staff/students.
- Enters updates rosters (student and general clinic) into Titanium.
- Participates in meetings, working groups, networks and activities as delegated and agreed by the Manager Dental Services.
- Member of Infection group. Monthly reporting to the committee on infection control within the dental clinic.
- Manage Hand Hygiene Audits for the clinic and throughout the hospital when asked. This must be regularly uploaded to Hand Hygiene Australia and reporting through Dental results.
- Aseptic Technique audits must be done regularly and reported to the infection control department.
- Participate in PPE audit yearly to the infection control committee
- Participation in the integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- Working within HPV contracts and with the supply department, maintain stock control and levels for operational needs within budget.
- Report to Dental Manager any clinical concerns and error from clinical staff and students
- Regularly meet with Dental Manager to discuss all aspects of funding and to develop work plans on how to meet targets.
- To lead, encourage and facilitate clinical quality improvement on a continuous basis in conjunction with key stakeholders.
- Assist the Manager Dental Services In planning, Implementing and monitoring service achievements against negotiated targets and coordinate strategies to meet agreed service targets.
- Assist the Manager Dental Services In Recruitment, Personal Development Review and staff work plans.
- To mentor and provide support to traineeships. This entails, checking of school work and providing help, liaising with HR, traineeship provider and educator provider. Coordinate the training and have work plans established to meet and achieve the students goals by the recognised dates.
- Provide professional and program support to dental staff.
- Provide advice on issues affecting provision of services.
- Facilitating meetings — Morning & Team Meetings.
- Work with patients for better outcomes/ patient complaints.
- Organise dental assistants & trainee supervision with induction and site orientation.
- Oversee reception, administration team, including financial balance at reception.
- Ensure the patient experience is of a high quality
- Coach and monitor staff on customer service requirements
- Assist in monitoring KPI's including Dental Weighted Activity Units (DWAU's) Emerg / Gen course of care, DNA's
- Liaise with the Manager Dental Services on day to day appointment scheduling and changes to roster or appointments
- Manage feedback and appropriately responding and escalating to Manager Dental Services if needed.
- Liaise with Latrobe placements regarding dental students.
- Liaise with clinical teachers and visiting specialists to ensure teaching requirements are met.
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In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

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Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Dental Services staff • Western Health Allied Health and Medical staff <p>External:</p> <ul style="list-style-type: none"> • Dental Health Services Victoria • Private dental clinics accepting vouchers
Selection Criteria
<p>Essential</p> <ul style="list-style-type: none"> • Certificate 111 in Dental Assisting • Demonstrate advanced administration skills • <p>Desirable</p> <ul style="list-style-type: none"> • Business management • People management
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police / criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health • Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008 • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
General Information
<ul style="list-style-type: none"> • Redeployment to other services or sites within Western Health may be required

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- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____ Date: [Click here to enter a date.](#)

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